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Their core values Care, Pride, Community talk of creating satisfaction, support, and sense of value for all employees within the organization. In recent times the company has struggled to offer their high quality of service and deliver on contractual promises as a result of high staff turnover and low staff performance. 1. 2 Tit-n The purpose of this report is to identify and evaluate the current issues affecting staff performance at Caterer Services.

It will discuss how poor leadership is effecting company culture, the direct impacts this issue is having on overall performance and offer recommendations on how to make positive changes.

Staff at Caterer Services have lost touch with the company's cultural values ' Care, Pride, Community as a result of poor leadership from middle management. Staff no longer take pride in their work, resulting a negative attitude towards the company; this has caused tension between staff on all levels and damaged the overall sense of community. The absence of community leads employee's to work only to achieve their own personal goals rather than working to achieve the goals of the team. By management not addressing issues on the front-line of the company staff feel like hey no longer have a voice and begin to feel undervalued.

Issues of safety, not having appropriate tools for the Job and lack of sufficient supplies, give staff the sense that the company is not helping staff to effectively and efficiently achieve their daily goals, thus creating a cavalier culture. CSS also talks of providing training and development opportunities to employees. On a quarterly basis middle management conducts staff evaluations. In these evaluations they provide feedback on how each staff

member performing. They ask questions about future career prospects of individual employees and whether they loud like certain training to help them to achieve their goals.

Employees begin to feel the company does not support them when opportunities for potential training growth arise and current employees are overlooked. Gallup (2009) states " Humans want to belong to something of significance and meaning. The best workplaces give their employees a sense of purpose, help them feel they belong, and enable them to make a difference. " When employees lose their sense of purpose, their sense of belonging is lost along with it. With no positive emotional ties to the company CSS staff are losing motivation, hence employee refinance is decreasing and staff turnover is increasing. .

2 Corporate Culture Samson and Daft (2009, p. 1 1 1) define culture as " the shared knowledge, beliefs, values, behaviors and ways of thinking among members of a society. " Corporate culture plays a vital role in the success of an organization. When an organization has an unhealthy corporate culture employees' act as individuals, healthy corporate culture leads to loyalty high staff morale. It values each employee regardless of their duties, resulting in employees working as a team working to meet the needs of themselves and the company.

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D) This allows for greater productivity in the workplace, increased financial health, and increased profits of the organization. A culture gap is any systematic difference between two cultures, which hinders mutual

understanding. (objectifications. Com) Closing the culture gap is of extreme importance. As the organization loses sight of its original cultural values, changes in the behaviors and decision making of its employees begin to appear.

This can be detrimental to the health and success of the organization. 2. Changing Corporate Culture People are resistant to change. They fear uncertainty and loss of control (Canter, 2012) therefore changing corporate culture can be a difficult and lengthy task. In Peter Bargeman's article, ' A Good Way to Change a Corporate Culture' he discusses how corporate culture begins with its ' invisible culture' – a companies deeper values held by organization members – and to change, an organization must first create new stories to instill new beliefs into the minds of employees.

Ceremonies are a great way to change corporate culture.

Trice and Buyer (1984) define ceremonies as a " special occasions that reinforce valued accomplishments, rate bond among people by allowing them to share an important event, and anoint and celebrate heroes. " (Samson and Daft 2009, p. 114) Ceremonies are a great way to acknowledge employee accomplishments and create value in an organization. They recognize heroes who exemplify a companies beliefs and core corporate values and by acknowledging these " heroes" new stories are created and can help reshape a companies corporate 2. Leadership and Teamwork in Corporate Culture In an interview with Steve Jobs (2010) he stated, " one key to the success ofApple, is he tremendous teamwork at the top of the company which filters down to tremendous teamwork throughout the

company. " Corporate culture and teamwork go hand in hand. Teamwork is critical in a healthy corporate culture and creating a sense of community. " A critical component of team building is culture, because if teams are to work effectively all employees must understand and embrace the culture of the particular group or organization. (Callahan, 2010) inspiration and motivation to achieve organizational success.

In a modern society, a leaders success is dependent on their ability to shape and develop corporate ultra. One of the most powerful discoveries about how humans understand the world around them was the discovery of a phenomenon called " mirror neurons. " (Wagner and Harder, 2007) The phenomenon, more commonly known as " monkey see; monkey do" is the reason why humans believe the yawn is contagious and why people mimic the idiosyncrasies of their idols.

This discovery shows the importance strong leadership starting from the very top of an organization. Leaders must portray the essence of the company's corporate culture in everything they do. 3.

0 Conclusion In conclusion a healthy corporate culture is essential to increasing employee performance and staff retention. Significant importance is placed on good leadership, through emphasizing the importance of teamwork. By creating a sense of belonging and purpose in the workplace company's can motivate and inspire employees to achieve their best. . 0 Recommendations Based on the findings, the following recommendations can be made. Gallup, a research based, global performance-management consulting company, developed a survey named the ' IQ 2.

' The IQ 2 survey (presented in Figure 1) consists f 12 true and false questions relating to employee and workplace performance. The first two criteria address the primary needs of the employee. The others address three stages: how workers contribute to the whole and are valued; organizational fit; and development. Figure 1.

Gallup QUO Survey source: Gallup (2014) As a way to evaluate the current issues in the workplace it is recommended that CSS ask all staff to anonymously complete the survey. It is also advised that another section should be added asking for any concerns or recommendations employees may have with regards to the current operations of CSS sites.

The responses should then be analyses by management, with the findings being used as a basis of information to begin discussions on how to fix current cultural gap the company by creating a better working environment for everyone.

Employees should be kept in the discuss any issues both staff and management may have. The implementing of ceremonies or rewards program to acknowledge exceptional and dedicated employees who embrace the company culture will inspire and motivate others to perform to a higher standard. To assess the quality of current middle management, an analysis of all current diddle manager should be performed. An investment in training programs to teach managers on how to more effectively lead their teams is strongly recommended.

This will allow manager to learn necessary leadership skills such as how to motivate and inspire, how to set organizational direction through the setting of goals and how to effective delegate tasks.

Finally, The implementation of team building activities that promote employee interaction, both in an out of work hours should be strongly considered. Building trust among employees, creating stronger bonds and teaching employees how to monomaniac with each other it will rebuild the feeling of community within the organization.

The activities will teach employees how to work effectively as a group and avoid unnecessary conflicts in the future.